Solicitor General and Public Security

# VICTIMS SERVICES STATUS REPORT

# 2009 - 2010

VICTIMS DESERVE TO BE HEARD

**Government of Alberta**
Solicitor General and Public Security

Alberta

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# REPORT HIGHLIGHTS

- Total financial expenditures for Victims Services in 2009-2010 was $23,727,542.
- A total of $10,466,106 was provided to eligible victims of crime by the Financial Benefits Program during this period.
- The total amount provided through grants to victims programs from the Victims of Crime Fund in 2009-2010 was $9,164,299.
- In 2009-2010, the Minister approved grants from the Victims of Crime Fund totaling $8,467,138 for 62 victim services programs. Of this amount, $3,893,062 was payable in 2009-2010, and $4,574,076 will be payable over the next three years (multi-year grants) from 2010-2011 to 2012-2013.
- Prior to 2009-2010, $3,564,208 was committed to multi-year funding. This amount combined with the $4,574,076 awarded this year equals a future commitment of $8,138,284 payable from 2010-2011 to 2012-2013.
- Police-based programs (RCMP, municipal police services, and First Nations police services) were awarded 69 percent ($5,833,480) of the total grants approved in 2009-2010.
- Community-based programs (programs that respond to the needs of victims of crime in specialized ways) were awarded 31 percent ($2,633,658) of the total grants approved in 2009-2010.
- As of March 31, 2010, Alberta had a network of 73 police-based victim services programs operating 120 victim services units.
- Victim services programs reported responding to 47,804 new cases of crime or tragedy; 29,476 or 62 percent of those new cases involved assistance to victims of violent crime.
- Victim services programs reported providing services to 68,396 people in 2009-2010, of which 58,283 (85 percent) were adults and 10,113 (15 percent) were under the age of 18.
- 1,858 volunteer advocates and board members contributed a total of 177,118 volunteer hours in 2009-2010.
- Providing information was the most frequent type of assistance provided for new and ongoing cases.
- General assistance provided (information, crisis intervention and referrals) accounted for the majority (39 percent) of advocates' time.
- 13,854 Victim Impact Statement packages were distributed to victims of crime to create awareness of the program in 2009-2010. The majority were distributed in cases of assault.

# BUSINESS PLAN

Government of Alberta Ministries are responsible for preparing three-year business plans in accordance with the Government Accountability Act and established accounting practices. Victims Services will continue to improve its performance and services by striving for the goals laid out by the departmental 2009-2012 business plan.

Goal Six of the business plan, "Victims of Crime will receive assistance, information and support" means that the Ministry ensures that eligible victims of crime receive prompt financial benefits and assists community groups and organizations to establish accountable programs and initiatives that meet the needs of victims of crime.

The strategies for Goal 6 are:

6.1 Provide prompt financial assistance for eligible victims through the Financial Benefits Program.

6.2 Provide funding through the Victims of Crime Fund Grant Program to eligible groups and organizations that provide programs and initiatives that benefits victims of crime.

6.3 Build resource capacity for the provision of enhanced victim services within community groups, Aboriginal and isolated communities.

6.4 In consultation with key stakeholders, develop new programs for victims of crime.

6.5 Develop an enhanced accountability framework for community programs.

6.6 Enhance training for victim services unit coordinators, volunteer advocates and criminal justice professionals.

# HISTORY

**Victims of Crime Act**

The *Victims of Crime Act* (*Act*) was proclaimed August 1, 1997 excluding provisions directly associated with the delivery of financial benefits to individual victims of crime; these were proclaimed on November 1, 1997. The *Victims of Crime Act* replaced the *Victims' Programs Assistance Act* and the *Criminal Injuries Compensation Act*.

The Victims of Crime Fund (Fund), a regulated fund held and administered by the Minister of Finance, operates under the authority of the *Victims of Crime Act*, Chapter V-3, Revised Statutes of Alberta 2000. The Solicitor General and Minister of Public Security is responsible for the Fund under the authority of the *Government Organization Act*, Statutes of Alberta. The Fund is financed through a levy on provincial and federal fines.

**Victims of Crime Fund**

The purpose of the Fund is to provide grants to victims programs and to pay benefits to victims, or their dependents, who suffer injury or death as the result of a criminal offence as specified in the regulations of the *Victims of Crime Act*. As of March 31, 2010 the Fund had net assets of $49,671,000.

The Minister, in accordance with the *Act* and regulations uses the Fund for:

- grants under section 11 of the *Act* with respect to programs that benefit victims of crime
- costs incurred by the Committee and the Criminal Injuries Review Board in carrying out their duties
- remuneration and expenses payable to the members of the Committee and the Criminal Injuries Review Board
- financial benefits payable pursuant to the *Act*
- paying the costs of administering the *Act*

In May 2005, the *Act* incorporated the Canadian Statement of Basic Principles of Justice for Victims of Crime which reiterate the need to treat victims with courtesy, compassion, respect and privacy. The principles state victims should be provided with information about the role they play within the justice system and acknowledgement that victim's views and concerns are important.

Under the *Act*, the Minister has appointed a Director who is responsible for providing victims and their families with general information concerning services available for victims, how the justice system operates, and overall administration of the *Act*. The Director also evaluates applications for, and makes decisions respecting eligibility for financial benefits in accordance with section 13 of the *Act*. As well, the Director is a point of contact for victims who feel they have not been treated in accordance with the principles of the *Act*, providing them with information on how to resolve their concerns.

Two core programs operate under the *Act* – a financial benefits program for eligible victims who have suffered injury as a result of a violent criminal offence, and a grant program that provides funding to eligible groups and organizations offering information, assistance and support to victims during their involvement in the criminal justice process.

# VICTIMS OF CRIME PROGRAMS COMMITTEE

**Committee Membership**

The *Victims of Crime Act* established the Victims of Crime Programs Committee, whose members are appointed by the Solicitor General and Minister of Public Security. The Committee evaluates grant applications from eligible programs and makes recommendations to the Minister who has the final approval of grants awarded.

The committee consists of five members: three members representing the community-at-large, one member representing the police and one member representing government.

**Committee Meetings**

The committee meets twice per year to evaluate grant applications submitted for the April 1st and October 1st application deadlines.

In 2009-2010, the Committee met in June and December to review the applications and recommended 61 grant applications and one in term grant increase to the Solicitor General and Minister of Public Security.

# FINANCIAL BENEFITS PROGRAM

In 1997, Alberta's *Victims of Crime Act* introduced the Financial Benefits Program, which is supported by the Victims of Crime Fund (Fund).

The Financial Benefits Program provides a financial benefit to victims of violent crime in Alberta as an acknowledgment of their victimization. Benefits are based on the victim's verified injuries. The benefit amount is determined by regulations in the *Act*. The program does not pay for any costs or losses related to the crime. However, victims may seek restitution or take civil action for the recovery of costs or losses from the offender, such as compensation for property damage, medical expenses, funeral costs, loss of wages or pain and suffering.

The Financial Benefits Program also has a supplementary monthly benefit of $1,000 for eligible victims who are fully dependent on others for basic functions, such as bathing, feeding and personal care. This benefit was introduced in 2008 and there are currently 16 victims receiving this benefit.

In order to qualify for a financial benefit, victims must report the crime to police within a reasonable period of time and cooperate with the investigation into the incident. There is a two year time limit to apply for financial benefits and applications must be received within two years of the date of the incident. Charges do not have to be laid, or a conviction registered to apply for the program.

The number of applications to the Financial Benefits Program has increased in recent years from an average of 167 applications per month in 2006-2007, to an average of 212 per month in 2009-2010.

In 2009-2010, 2,543 applications for financial benefits were received. During this period, a total of $10,466,106 was provided to victims from the Fund as a direct result of a violent crime committed in Alberta.

## CRIMINAL INJURIES REVIEW BOARD

The Criminal Injuries Review Board considers requests for review of decisions on Financial Benefits Program applications. Applicants must submit requests for review within thirty days of receiving the decision on their application. This deadline may be extended if the Board considers it appropriate to do so. The Board Chair reviews all requests for review and may refuse the request if it is found to have no merit. If a request is to proceed, a panel of three Board members holds a hearing to consider the request. The Board may confirm, vary or rescind the decision on the application. Applicants can attend the hearing and may be accompanied by a family member, friend, support person or legal counsel. Others may only attend hearings if approved by the Board.

Hearings are generally held monthly, alternating between Calgary and Edmonton. All decisions of the Board are final and may only be appealed to the Courts on a question of law or jurisdiction.

In 2009-2010, 272 requests for review were concluded. One hundred and sixty eight reviews were heard by the Board, over 27.5 hearing days.

## GRANT FUNDING AGREEMENTS

Programs approved for grant funding are required to enter into a Conditional Grant Agreement with the Solicitor General and Minister of Public Security. In accordance with the agreement, funded programs are required to submit quarterly program activity reports, annual financial statements, and a final evaluation report upon expiry of the funding term. Funding is available for two different streams: police-based victim services programs and community-based programs or initiatives.

Conditional Grant Agreements are usually one year in duration; however multi -year grant funding commitments for up to three years are available for established programs that have operated successfully for three years with Alberta Solicitor General and Public Security Victims Services; met the conditions of previous funding Agreements; and demonstrated sound management and fiscal practices. The multi-year option enables these programs to budget for the future based on secure funding, thus facilitating longer term planning.

To ensure accountability of grant funds, programs are required to provide quarterly activity reports, financial statements and an evaluation report at the end of the grant term. A new reporting requirement, the Annual Progress Report, was introduced in 2010. This report is for those programs with multi-year funding agreements. This report documents the progress of the program over the course of the previous year as they work towards achieving the objectives stated in their funding application. This requirement increases the reporting frequency of the funded programs to Victims Services and ensures greater accountability.

**Police–Based Programs**

**Police-Based Programs:**

The grant funding formula ensures fair and equitable allocation of grant monies province wide through the establishment of a base funding amount for police-based victim service programs. The base funding amount reflects a commitment to making police-based programs a funding priority.

**Grant Funding Formula**

Grant Funding Formula:

- allocates a specified base funding amount from the Victims of Crime Fund to police-based programs who provide victim services;
- utilizes a per crime amount, calculated using the Uniform Crime Report data on all crime incidents in the service area, as submitted to Statistics Canada by all police services;
- establishes a minimum base funding amount to police-based programs of $15,000 per program per year;
- establishes a maximum grant amount of $150,000 to police-based programs;
- the police-based programs in Calgary and Edmonton receive a maximum grant amount of $300,000.

**Discretionary Funding Factors**

Discretionary Funding Factors:

In addition to the base funding amount, police-based programs may request additional funding if any of the following discretionary factors apply:

- large geographical area/low population density
- unique demographics
- weak economic base
- lack of other support services
- new program
- other special circumstances that may be identified by the applicant

**Community-Based Programs**

**Community-Based Programs:**

Organizations that provide value-added, specialized programs or initiatives that support victims during their involvement in the criminal justice process may also apply for funding from the Victims of Crime Fund. There is no minimum amount for programs and the maximum grant amount is $150,000. The Ministry business plan has required a directed effort at identifying and supporting specialized community organizations that meet the mandate of Victims Services and over the last several years there has been an increase in the number of organizations funded. Specialized services for child and other sexual assault victims, domestic violence, human trafficking and culturally specific programs are some examples of these organizations.

# APPROVED GRANTS

In 2009-2010, the Solicitor General and Minister of Public Security approved grants totaling $8,467,138 for 62 victim services programs. Of these awards, $3,893,062 was payable in this fiscal year and the balance ($4,574,076) will be payable over the next three years.

Prior to 2009-2010, $3,564,208 was committed to multi-year funding. This amount combined with the $4,574,076 awarded this year equals a future commitment of $8,138,284 payable from 2010-2011 to 2012-2013.

The total amount paid to victims programs from the Victims of Crime Fund in 2009-2010 was $9,164,299 (**Figure 1**).

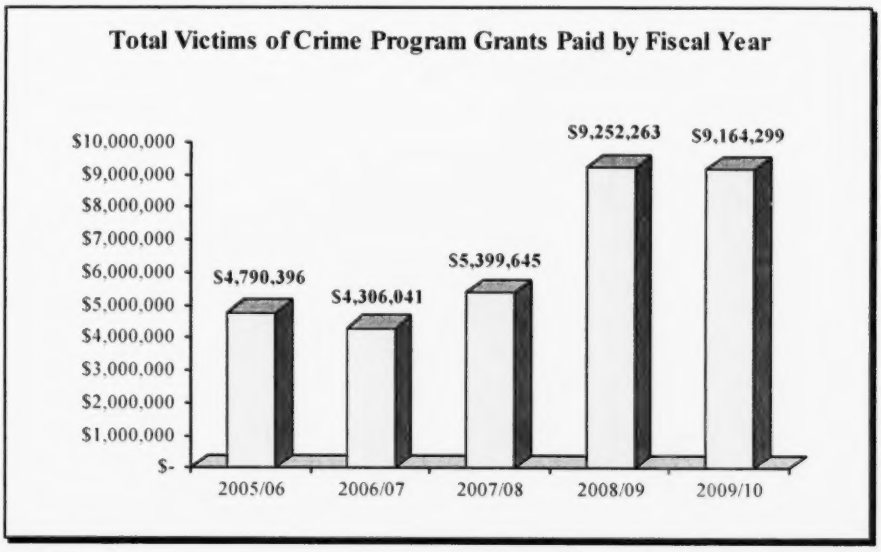


***Figure 1***



VICTIMS DESERVE TO BE HEARD

**Police-Based Programs**

Police-based programs were awarded 69 percent ($5,833,480) of the total grants approved in 2009-2010.

Of the 39 police-based programs awarded funding in 2009-2010, 24 were approved for grants for a one year term and 15 police-based programs were approved for multi-year funding.

A network of police-based victim assistance programs now provides services for victims across the province. As of March 31, 2010, there were 73 police-based victims programs operating 120 victim services units in Alberta.

**Services Provided**

Services provided to victims include:

- intervention and support
- information about their case and criminal justice proceedings
- information about medical, legal and social services available to assist them
- referrals to other community agencies, and
- courtroom orientation and accompaniment

Police-based programs also provide victims of crime with information about completing victim impact statements, requesting restitution, and applying for financial benefits.

These programs provide a continuum of services to victims from the time of first response by police to the disposition of the case by the courts.

# POLICE-BASED VICTIM SERVICES UNITS

**One Year Grants *Approved* in 2009-2010**

The following police-based programs received approval for a one-year grant in 2009-2010:

**One Year Grants Approved in 2009-2010**

| Program Name | Approved Grant Amount |
|---|---|
| Assumption Region Community Policing Society | $124,196 |
| Athabasca Regional Victim Services Society | $66,473 |
| Bashaw RCMP Victim Assistance Society | $38,490 |
| Beaverlodge Victim Services Unit Society | $20,000 |
| Bow Island – Foremost Victims Assistance Association | $21,400 |
| Brooks & District Victims' Assistance Association | $90,000 |
| Cochrane and Area Victim Services Society (CAVSS) | $80,000 |
| Coronation/Consort Victim Services Unit | $40,000 |
| Flagstaff Victim Services Society | $38,340 |
| High Prairie & District RCMP Victims Assistance Society | $100,000 |
| Hinton District Victim Services Society | $73,000 |
| Jasper Victims Services Society | $65,000 |
| Manning Regional Victim Services Society | $45,000 |
| Maskwacis Victim Services Society | $105,855 |
| Municipal District of Ranchland #66 | $53,646 |
| Peace Regional Victim Services Society | $125, 000 |
| RCMP 'K' Division | $130,000 |

**One Year Grants Approved in 2009-2010**

| Program Name | Approved Grant Amount |
|---|---|
| Redcliff Victim Service Unit Association | $42,600 |
| Rimbey & District Victim Services Society (April 2009) | $46,900 |
| Rimbey & District Victim Services Society (October 2009* - approved amount for next grant term) | $38,000 |
| Rocky & District Victim Services Unit Society | $95,000 |
| Strathcona County Victim Services Unit | $110,192 |
| Taber Community Action and Prevention Society (TCAPS) (April 2009) | $31,031 |
| Taber Community Action and Prevention Society (TCAPS) (October 2009* - approved amount for next grant term) | $39,505 |
| Three Hills Victim Services Association | $45,000 |
| Wabasca Regional Victim Services Society | $43,000 |
| **Sub Total** | **(A) $1,707,628** |

**Multi-Year Grants Approved in 2009-2010**

## Multi-Year Grants *Approved* in 2009-2010

The Victims of Crime Fund grants also supported the following police-based programs through multi-year grants for 2009-2010, 2010-2011, and 2011-2012. In some cases the multi-year grants extended to 2012-13 depending on the timing of the grant period for each respective organization (which does not necessarily coincide with the government fiscal period of April 1 – March 31).

Total Grants *approved* for police-based programs in 2009-2010 was:

| Program Name | Approved Grant Amount |
|---|---|
| Airdrie and District Victims Assistance Society | $100,000 |
| Blood Tribe Police Victim Services Society | $150,000 |
| Chinook Arch Victim's Services Society | $90,000 |
| Foothills Regional Victim Services Association | $100,000 |
| Grande Cache Victim Services Society | $50,415 |
| Lacombe Victim Services Association | $35,000 |
| Midwest Victim Services | $66,263 |
| Red Deer City RCMP - Victim Services Unit | $150,000 |
| Redwater-Smoky Lake Victim Services Society | $114,900 |
| Slave Lake Victim Services Society | $50,000 |
| St. Albert Victim Service Association | $89,751 |
| Sylvan Lake & District Victim Services Association | $77,000 |
| Victim Services Society of Stony Plain, Spruce Grove and District | $150,000 |
| Vulcan Regional Victims Services Society | $30,000 |
| Wetaskiwin and District Victim Services Society | $140,000 |
| **Sub Total** | **$1,393,329 (B)** |

Total Grants approved for police-based programs in 2009-2010 was: **$3,100,957** (Columns A+B)

**Multi-Year Grants Paid in 2009-2010**

**Multi-Year Grants *Paid* in 2009-2010**

| Program Name | Paid Grant Amount |
|---|---|
| Barrhead Community Victim Services Unit Association | $26,066 |
| Battle River Victim Assistance Society | $97,650 |
| Beaver County Victim Services Association | $33,700 |
| Big Country Victims Services Association | $99,000 |
| Bonnyville Victim Services Society | $123,000 |
| Bow Valley Victim Services Association | $70,517 |
| Calgary Police Service Victim Assistance Unit | $300,000 |
| Camrose & District Victim Services Society | $63,000 |
| Cardium Region Victim Services Unit Society | $110,000 |
| Central Alberta Victims' Assistance Society | $107,070 |
| Cold Lake Victim Services Society | $150,000 |
| Crisis Association of Vegreville | $28,250 |
| Edmonton Police Service Victim Assistance Unit | $300,000 |
| Edson and District Victim Services Society | $55,000 |
| Grande Prairie & District RCMP Victims' Assistance Program Assoc. | $150,000 |
| Heartland Victim Services Unit Society | $31,920 |
| High Level Community Policing Society | $136,000 |
| Highway 43 RCMP Victims' Services Unit Society | $86,160 |
| Innisfail & District Victim Services Society | $24,306 |
| Lac La Biche Society, Victim Services Unit | $150,000 |
| Leduc and District Victim Assistance Society | $150,000 |

**Multi-Year Grants Paid in 2009-2010**

| Program Name | Paid Grant Amount |
|---|---|
| Lethbridge Detachment Victim Assistance Society | $17,185 |
| Lethbridge Regional Police Service Victim/Witness Services | $150,000 |
| Mackenzie Regional Community Policing Society | $131,000 |
| Medicine Hat Police Service Victim Assistance Unit | $127,680 |
| Ponoka Victims Service Association | $84,000 |
| Ranchlands Victim Services Society | $105,000 |
| Red Deer Rural Victim Assistance Society | $75,173 |
| St. Paul and Area Victim Services Society | $120,560 |
| Strathmore Regional Victim Services Society | $70,000 |
| Two Hills and Area Victim Services Society | $18,000 |
| Victim Services Unit Association – Sturgeon Region | $63,000 |
| Volunteer Programs Association – Fort Saskatchewan | $60,177 |
| Westlock Community Victim Services Unit | $67,000 |

# COMMUNITY-BASED ORGANIZATIONS (2009-2010)

Community-based organizations provide a valuable specialized service to victims of crime, and are eligible for funding through the Victims of Crime Fund (VOCF) grants program. Community programs were awarded 31 percent ($2,633,658) of total grants awarded in 2009-2010 (Figure 2).

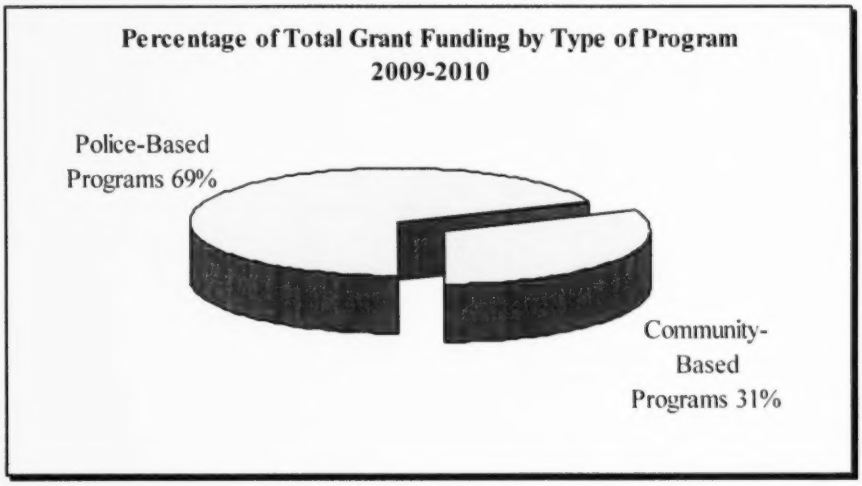


***Figure 2***

**One Year Grants *Approved* in 2009-2010**

**One Year Grants Approved in 2009-2010**

| **Alberta Police-Based Victim Services Association (APBVSA)** | **$85,000** |
|---|---|

The Alberta Police Based Victim Services Association (APBVSA) is a non-profit organization that promotes proactive leadership, professional development and education to program members to ensure service excellence to victims of crime and tragedy. Grant funding will help support specialized training and educational opportunities for program coordinators, maintenance of its website, and forums for coordinators to share information.

| **Alliance to End Violence Society of Calgary** | **$138,000** |
|---|---|

The Alliance to End Violence (AEV) was established in 1991, and is comprised of four previously independent organizations whose mission is to strengthen community capacity and support a seamless continuum of services to help prevent family, sexual and other forms of interpersonal violence and abuse. In the spring of 2007, the Alliance to End Violence Society of Calgary established a working group of community stakeholders called the Action Group on Elder Abuse (AGEA) to develop a coordinated response model for victims of Elder Abuse in the Calgary region. In 2008, AGEA build upon this network, and delivered two workshops called Pulling Back the Curtain, to examine different elder abuse response models. A task team was formed following the workshop to draft the Calgary response model that was presented to the community in late 2008. In 2009, AGEA completed a framework for the community response model. A governance committee comprised of key decision makers from partner organizations and AGEA are responsible for the intervention response team. The goals of this team are to finalize details required for the implementation of the response model, establish a conflict resolution mechanism and apply for funding to start the pilot phase of the community response. AGEA will continue to contribute to the community response through public awareness, professional training and the development of an evaluation framework.

**One Year Grants Approved in 2009-2010**

| **Calgary Chinese Elderly Citizens Association** | **$120,000** |
|---|---|

The Calgary Chinese Elderly Citizen's Association (CCECA) was first established in 1985. It is the first social services organization in Calgary to serve Chinese seniors, and currently has 5,300 members. CCECA's mandate is to provide a supportive and barrier-free environment to help bridge the gap for Chinese seniors and new immigrants to live an independent and fulfilled life in Canada. CCECA provides a number of services including: providing information, providing assistance with benefit applications, providing assistance with transportation and home support, and support in family violence situations. Grant Funding will assist the CCECA to provide culturally sensitive services to victims of family violence including support engaging with the criminal justice system, support to mainstream and immigrant serving agencies to increase capacity for appropriate service delivery to the Chinese community and to promote greater public awareness/education of the unique characteristics of family violence in the Chinese community.

| **Catholic Social Services** | **$141,213** |
|---|---|

Catholic Social Services (CSS) was founded in 1961. CSS is a private, non-profit social service organization that offers more than 130 programs to people of all faith and cultures. From 2006 to 2008, CSS received funding to support their Elderly Adult Resource Services Program (EARS). In 2007-08, the program evolved and divided into three programs to provide a continuum of services for older adults experiencing abuse. In 2008-2009, CSS received grant funding to support one of the initiatives - the Elder Abuse Victims Services Program (EAVSP). Recently, the program has restructured to consist of the Elder Abuse Intervention Team (EAIT) consisting of a police officer and a social worker and the EARS program. Both programs have a Senior Resource Worker position that provides seamless support and services to victims throughout their participation in the criminal justice system. This includes referrals, emotional support, court preparation and accompaniment, and follow-up services for older adult abuse victims. The program has also recently moved to the Today Centre in Edmonton which consists of co-located programs aimed at addressing family violence.

**One Year Grants Approved in 2009-2010**

| **Central Alberta Women's Emergency Shelter Society** | **$107,070** |
|---|---|

The Central Alberta Women's Emergency Shelter Society (CAWES) provides temporary refuge for women and children escaping sexual abuse and family violence. CAWES also coordinates the Domestic Violence Court Case Coordination Project in collaboration with the RCMP, Crown Prosecutors, Community Corrections, Children's Services, Women's Outreach, and the Crisis Centre. The project operates within the Domestic Violence Docket court in Red Deer to ensure that cases are dealt with in a timely, efficient and effective manner. It supports victims' participation and allows for effective investigation, prosecution and sentencing of domestic violence cases while diligently ensuring that the victim's safety is paramount. The project has become a valued component of the collaborative community response to domestic violence. The grant will help fund the Court Case Coordinator and Partner Safety Check Worker positions, as well as 1.5 new Caseworker positions to support this work.

| **Central Alberta Women's Outreach Society** | **$116,125** |
|---|---|

Central Alberta Women's Outreach Society's (CAWOS) mission is to 'help women who have chosen to pursue a safer, healthier and more secure life for themselves and their families'. CAWOS works in collaboration with a number of organizations in the Red Deer region to support the Domestic Violence Court Coordination Project to ensure domestic violence cases are dealt with in a timely, efficient and effective manner in the court system. In 2008-2009, the team added two new positions: a Domestic Violence Support Workers and an RCMP-based Domestic Violence Liaison Worker supported by grant funds. These positions assist individuals who are considered low to moderate risk affected by family violence to have opportunities to receive support in a more timely fashion. These positions are designed to meet with and support victims of family violence who have yet to enter the judicial system. The focus is to prevent further victimization.

**One Year Grants Approved in 2009-2010**

| **Changing Together – A Centre for Immigrant Women Association** | **$45,000** |
|---|---|

Changing Together – A Centre for Immigrant Women was founded in 1984. It is a not for profit charitable organization operated by immigrant women for immigrant women. The centre began providing services to victims of human trafficking in 2004. The Alberta Coalition on Human Trafficking (ACT Alberta) works within Changing Together to create awareness, identify gaps in services, develop educational material, and provide training to other stakeholders to streamline the delivery of services to human trafficking victims. Grant funding will allow the organization to continue providing the lead on the Alberta Protocol on Human Trafficking and build capacity in Alberta communities to identify and respond to human trafficking victims.

| **Community Initiatives Against Family Violence** | **$75,000** |
|---|---|

Community Initiatives Against Family Violence (CIAFV) was established in 1999 after the Mayor's Task Force on Safer Cities invited community and government service providers to come together and discuss family violence issues in Edmonton. CIAFV is made up of representatives from community based social agencies and government. Their goal is to reduce incidents of family violence and bullying through a coordinated, collaborative approach. Key activities include: linking protocols between organizations addressing family violence and bullying, developing protocols in the health and employment sectors and developing task/time specific project teams; one of which is currently focused on addressing issues of family violence in ethno-cultural communities. There is also a justice committee project team. CIAFV continues to provide on-going domestic violence training to stakeholders and is creating a communications plan (including website improvements). These services help fill the gaps across organizations addressing family violence and bullying issues in the Edmonton area.

| **Diverse Voices Family Violence Conference** | **$25,000** |
|---|---|

Diverse Voices has produced an annual family violence conference in Edmonton since 2000. The initiative considers the impact of family violence across generations and cultures and has expanded from 200 delegates attending the first conference to 592 attendees in 2009. Conferences have included a diverse array of topics relating to family violence and attract participants at the working and management level from many disciplines across Canada. Past offerings have provided participants with learning opportunities and the chance to network with other service providers.

**One Year Grants Approved in 2009-2010**

| **Lesser Slave Lake Indian Regional Council Victim Services** | **$130,000** |
|---|---|

The Lesser Slave Lake Indian Regional Council Victim Services provides victim assistance services to five diverse First Nation communities located on the shores of Lesser Slave Lake including: Driftpile, Kappawe'no, Sawridge, Sucker Creek and Swan River. The grant funds allow the Lesser Slave Lake Indian Regional Council to continue to provide victim services in a manner sensitive to Aboriginal culture, spirituality, religious customs and languages. The five Aboriginal First Nations that Slave Lake Victim Services assist have differing customs and cultures; consequently, victim advocates are needed from each community to provide culturally appropriate services. One of the goals for the upcoming term is to increase the number of victims that attend court for family violence cases as many of these cases have been stayed due to transportation/logistical barriers.

| **Northeast Alberta Sexual Assault Response Network** | **$40,000** |
|---|---|

The Northeast Alberta Sexual Assault Response Network is a new initiative financially administered by Native Counseling Services of Alberta. The initiative was developed in response to a number of environmental scans that were conducted in the North East region of the province between 2004 and 2007. This region has been impacted by a history of colonization and residential school experiences that have had long standing impacts relating to interpersonal violence. Research indicates that up to 75 percent of Aboriginal girls under the age of 18 have been sexually assaulted. These findings are magnified by the limited number of specialized services available for sexual assault victims in the area, and limited capacity to coordinate efforts between the services that are currently available. The grant will help identify gaps in service and develop a coordinated approach to providing victims with specialized services as well as promote work across the region to help increase training opportunities and greater capacity building.

| **Northwest Regional Conference** | **$5,000** |
|---|---|

The Northwest Regional Conference is a one-time event that took place in the fall of 2009. The event resulted from a need identified by Victim Services Unit Coordinators to address challenges unique to the region, as well as provide accessible training opportunities for volunteers.



VICTIMS DESERVE TO BE HEARD

**One Year Grants Approved in 2009-2010**

| **Project KARE** | **$87,000** |
|---|---|

The Royal Canadian Mounted Police (RCMP) "K" Division first initiated Project KARE in 2003. The program investigates the death and disappearance of people with high risk life-styles in Alberta. The program also works with this segment of the population to minimize the risk of homicide. The goal of Project KARE is to ensure that support and timely information is shared with victims' loved ones. This includes supporting them through the court process. The program's workload has increased since its inception, and is expected to increase as a number of high profile trials are publicized relating to the deaths of women involved in the sex trade.

| **Siksika Crisis Response Team** | **$47,500** |
|---|---|

The Siksika Crisis Response Team (SCRT) was formed in 1997 in response to an increased number of suicides in the Siksika Nation. From 1997 to present, the SCRT has expanded its services to respond to all crisis matters in the community including domestic incidents and victims of crime. Services are provided through a twenty-four hour emergency telephone line, and an on-call basis. Grant funding has assisted the SCRT with training expenses, and promoting greater public awareness about their services.

| **Strathcona Shelter Society (A Safe Place)** | **$50,000** |
|---|---|

The Strathcona Shelter Society provides accommodation for women and children fleeing domestic violence. The shelter provides accommodation for up to twenty-one days, including food, clothing, crisis counseling, child care and emergency transportation. The shelter also provides programming to increase awareness about the dynamics of abuse, impacts of child abuse, safety planning, and orientation to additional community resources. The grant will help fund a victim advocate position for the shelter. This position provides information, referrals, and court accompaniment to victims fleeing domestic violence. In addition, this position is specialized in the ability to function as a support for victims of human trafficking. The shelter is funded to provide bed space for these victims. Funding also supports a contract position that will develop tools to assist vulnerable populations facing complex legal challenges.

**One Year Grants Approved in 2009-2010**

| **Victims of Homicide of Edmonton Support Society** | **$17,000** |
|---|---|
| The Victims of Homicide Support Society of Edmonton (VOH) provides support to members who have lost a loved one to homicide. The organization offers a number of services including: monthly support meetings, library services, information (such as Victim Impact Statements), and court accompaniment. VOH also organizes guest speakers to present on topics that are unique to the needs of survivors of homicide. Grant funding will support the continuation of the program and the development of future educational opportunities for members. | |

**Sub Total (One-Year Approved Grants): $1,228,908**

**One Year Grants *Paid* in 2009-2010**

**One Year Paid Grants for Community-Based Programs**

| **Alberta Provincial Victim Service Conference Association** | **$2,500** |
|---|---|
| The Alberta Police Based Victim Services Association Provincial Conference took place from April 2 to 4 2009 in Banff Alberta. A number of seminars were offered including: human trafficking, organized crime, missing children, suicide prevention, volunteer safety, domestic violence, homicide, elder abuse and child sexual abuse. In addition to the seminars, keynote speakers presented on team building, resiliency skills and how to stay healthy. | |

**Multi-Year Grants Approved in 2009-2010**

**Multi-Year Grants *Approved* in 2009-2010**

| **Canadian Society for the Investigation of Child Abuse (CSICA)** | **$150,000** |
|---|---|

The Canadian Society for the Investigation of Child Abuse (CSICA) was formed in 1985 in response to a growing need for a coordinated, professional approach to child abuse investigations in the Calgary area. Since its inception, CSICA has provided a court preparation program to more than one thousand victims of child abuse and witnesses. The program ensures that parents/caregivers receive information about the court process, and learn how to support their child through this process. Children have the opportunity to address concerns through role play and a tour of the courtroom. CSICA recently developed a web-based program that allows Victim Services Units in rural locations to receive training at a distance, and deliver a sophisticated court preparation agenda to victims of child abuse in their communities. The web-based program also offers an interactive website for children and teens to help them prepare for the court process. CSICA will continue working on these websites, as well as developing future portals for parents and facilitators.

| **Edmonton John Howard Society Victims' Assistance Program** | **$45,000*** |
|---|---|

*** In-year grant increase for 2009-2010**

The Edmonton John Howard Society (EJHS) is a not for profit organization that has served the Edmonton community for over 50 years. EJHS's vision is: 'safety and harmony in the community'. Their mission is: 'through our programs and services, we work to prevent crime and to help people affected by crime'. EJHS provides a number of programs and services including a Victims' Assistance Program (VAP). VAP was established in 1993 to provide information and support to victims and witnesses of crime. The mandate of VAP is to assist and support victims of family violence going through the criminal court process by providing information such as court updates and bail hearing updates/release conditions, helping with court preparation, accompanying victims to court, providing emotional support, making community referrals, and ongoing risk assessment and safety planning. Grant funding will help support a collaborative and coordinated effort between EJHS and the Crown Prosecutors' Office to address specialized domestic violence cases within Edmonton's courts. The program has also established and formalized a partnership with ASSIST Community Services Centre to deliver outreach services on family violence to the Chinese community.

**Multi-Year Grants Approved in 2009-2010**

| **HomeFront Society for the Prevention of Domestic Violence** | **$150,000** |
|---|---|

HomeFront is a coordinated justice-community response that addressed the issue of domestic violence within the Calgary municipal area. HomeFront utilizes partnerships within the law enforcement/criminal justice systems and numerous community agencies to provide a continuum of services to families in Calgary impacted by domestic violence. HomeFront provides services through three programs: Early Intervention and Outreach, the Specialized Domestic Violence Court Program, and the Partner Support Program. Grant funding will support the work of the latter two programs which have gained considerable momentum since mid-2008. The Specialized Domestic Violence Court Case Work Program ensures that critical information about a case is available to the domestic violence court promoting more effective sentencing and reduced recidivism by offenders. The program also ensures the victim's wishes and needs are heard by the court. The Partner Support Program provides information and support to victims during the period of their abuser's community supervision allowing the victim to assess the level of danger they may face allowing them to develop strategies to increase their personal safety.

| **Lloydminster Sexual Assault & Information Centre (LSAIC)** | **$40,000** |
|---|---|

The Lloydminster Sexual Assault & Information Centre provides a number of services to survivors of sexual assault / abuse and their families including: counseling, crisis intervention, outreach services, public education and training, and a police and court support program. LSAIC has outlined a three-year plan to further develop these services as well as enhance and expand their service delivery through increased volunteer services.

| **Zebra Child Protection Centre Society** | **$150,000** |
|---|---|

The Zebra Centre is located in Edmonton, and is based on a multi-disciplinary model of care for child physical and sexual abuse victims. Zebra's Child Advocacy Program is staffed by highly skilled volunteer advocates who maintain continuity with victims and non offending caregivers throughout their involvement with the criminal justice process. Advocates also conduct support assessments to determine the appropriate level of assistance required in the case. Zebra's mandate includes children who are either victims or witnesses of domestic violence or sexual assault. The organization has also recently been involved in interviewing and supporting child witnesses in homicide cases, RCMP child abuse cases, and child internet exploitation cases and has supported victims throughout Alberta as a result.

**Sub Total (Multi-Year Approved Grants): $535,000**

**Total Grants *approved* for Community-Based Programs in 2009-2010: $1,763,908**



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**Multi-Year Grants Paid in 2009-2010**

## Multi-Year Grants *Paid* in 2009-2010

| **ASSIST Community Services Centre** | **$148,740** |
|---|---|

ASSIST Community Services Centre was established in 1977 to address the needs of Edmonton's Chinese population. In 2003, ASSIST established the Responding to Victims of Crime in the Chinese Community Program in partnership with the Edmonton John Howard Society Family Violence Prevention Centre. This program provides outreach services to Chinese victims of family violence and assists witnesses through the court process. Because of their success, ASSIST has been asked to help replicate the Chinese model in other ethnic communities. Grant funding will be used to support staff positions allowing for the continued provision of outreach services to family violence victims in the Chinese community as well as provide mentorship to agencies wishing to adapt this model to their own culture.

| **Calgary Communities Against Sexual Abuse (CCASA)** | **$150,000** |
|---|---|

Calgary Communities Against Sexual Abuse (CCASA) is the primary sexual assault and sexual abuse crisis and education provider in Calgary and surrounding area. The organization runs five programs aimed at building community awareness of sexual assault/abuse and reducing the related trauma. They are: Counseling, Volunteer, Police and Court Support, Outreach and Education. Funding helps support the Police and Court Education and Support Program (PACES). PACES supports survivors as they navigate through the justice system, advocates for survivors within the system, and affects change at the policy level to help decrease re-traumatization that can occur within the system.

| **Calgary Legal Guidance Society** | **$100,000** |
|---|---|

Calgary Legal Guidance offers programs to people who have low or no income and cannot afford a lawyer. Grant funding will help support the Court Preparation and Restraining Order Program (CPROP). CPROP offers victims of domestic violence legal information and social/emotional support under one roof. The social worker discusses safety planning, emotional support and possible referrals to other helping agencies, while the lawyer provides legal advice and determines the legal status of the case. If needed, counsel initiates applications for Emergency Protection Orders (EPO) or restraining orders. Where criminal charges have been laid against the alleged abuser, the CPROP team also conducts court preparation with victims, providing information about court procedures and orientation to a courtroom. Information about the status of the criminal case and the offender's circumstances is provided to the victim as the matter is adjudicated. The CPROP team also provides training to community stakeholders. Training is provided both in Calgary and in rural communities as far distant as Olds.

**Multi-Year Grants Paid in 2009-2010**

| **Crisis Centre** | **$68,250** |
|---|---|

The Crisis Centre provides victims of sexual assault (and their families) with immediate in-office crisis support including: court preparation, court accompaniment, hospital accompaniment, and accompaniment to the RCMP to file a report. The Centre also assists victims with filling out Financial Benefits applications and Request for Restitution forms. The goal of the Crisis Centre is to provide a continuum of services to support individuals who have been sexually assaulted.

| **Edmonton John Howard Society** | **$100,000** |
|---|---|

The Edmonton John Howard Society (EJHS) is a not for profit organization that has served the Edmonton community for over 50 years. EJHS's vision is: 'safety and harmony in the community'. Their mission is: 'through our programs and services, we work to prevent crime and to help people affected by crime'. EJHS provides a number of programs and services including a Victims' Assistance Program (VAP). VAP was established in 1993 to provide information and support to victims and witnesses of crime. The mandate of VAP is to assist and support victims of family violence going through the criminal court process by providing information such as court updates and bail hearing updates/release conditions, helping with court preparation, accompanying victims to court, providing emotional support, making community referrals, and ongoing risk assessment and safety planning.

| **Family Law Office** | **$150,000** |
|---|---|

The Family Law Office (FLO) is a permanent program of the Legal Aid Society of Alberta. FLO provides legal advice and representation at all levels of court to clients with family law issues who qualify for Legal Aid. The office deals mostly with child protection matters, divorce, parenting and contact, child support, spousal support, property and family violence issues. In 2004, FLO expanded their services to include the Edmonton Protection Order Program (EPOP). EPOP provides comprehensive legal services at no cost to victims of family violence who require Emergency Protection Orders and offers a single entry point for claimants, agencies and police to access the civil court system.

**Multi-Year Grants Paid in 2009-2010**

| **Multicultural Women & Seniors Services Association** | **$92,500** |
|---|---|

The Multicultural Women & Seniors Services Association of Edmonton (MWSSA) is a not for profit organization that works towards the successful integration and participation of newcomers to Canada by providing settlement services, information sessions, referrals to other service providers, language and computer classes, family supports, interpretation and translation services, health advice, home and hospital visits, and seniors and women's programs. Funding will help support the *Responding to Victims in the South Asian Community* project, and provide culturally linguistically appropriate services in dealing with family violence issues and the criminal justice system.

| **Providing Assistance, Counseling & Education (P.A.C.E.)** | **$41,241** |
|---|---|

Providing Assistance, Counseling and Education (PACE) is located in Grande Prairie and provides service to individuals and communities dealing with sexual assault/abuse in North Western Alberta. PACE provides standardized crisis intervention training programs to community members, front line workers and volunteers. Among other services, PACE provides therapy for child and adult survivors of sexual abuse; family counseling for youth at risk and their families; a twenty-four hour sexual assault help line; suicide prevention programs and a Sexual Assault Court Program (which includes court orientation, support, and accompaniment).

| **Saffron Centre Ltd. (SAFFRON)** | **$60,000** |
|---|---|

SAFFRON was established in 2000 to promote awareness about sexual violence within the community, and provide supports to victims and survivors through referrals to programs and services in the community, as well as provide information about the Criminal Justice System through the Seeds of Healing Program. In recent years, SAFFRON developed a series of sexual violence protocols to ensure timely access to resources and information. In 2007-2008, SAFFRON experienced a significant increase in demand from the community for programming to promote awareness about internet safety for youth. Over this time SAFFRON staff provided 127 school presentations to over 5000 students and 225 educators. This has resulted in an increase in referrals to the centre. Grant funding will assist in building capacity to the growing demands in this area.

**Multi-Year Grants Paid in 2009-2010**

| **Sexual Assault Centre of Edmonton (SACE)** | **$147,505** |
|---|---|
| The Sexual Assault Centre of Edmonton (SACE) began as a community initiative in 1975 to empower individuals and communities affected by sexual assault to take action against sexual violence. In 2003, SACE implemented the Diversity Outreach and Intake/Court Support Program. This Program is the result of a 6 year study that emphasized the need to strengthen relationships with diverse communities in Edmonton including: First Nations, persons with disabilities and gay, lesbian, bi-sexual and trans-gendered individuals. | |

| **Tsuu T'ina Nation Band – Stoney Corrections Society** | **$115,301** |
|---|---|
| The Tsuu T'ina Nation Band provides victims services with an Aboriginal focus. Referrals are received from a variety of sources, including: police services, other Victim Service Units, community agencies and court workers. The band serves a number of areas including the remote community of Eden Valley. Funding will assist the Tsuu T'ina Nation Band to increase the number of active volunteer advocates serving these communities. | |



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# PROGRAM ACTIVITY

**Introduction**

Information on the 2009-2010 activities of victim services programs was collected using the Quarterly Report Form. The Report Form collects information on the number of new cases, the number of persons assisted, and the type of assistance provided. The Report Form categorizes assistance provided as either:

- Criminal Code – Violent (e.g. homicide, violent sex offenses, serious assaults, domestic violence, etc.)
- Criminal Code – Non-Violent (e.g. forgery, fraud, theft etc.)
- offence Non-criminal (offences that do not fall within the Criminal Code of Canada, i.e., Provincial Statute Offences)
- Assistance – No offence (e.g. non-criminal sudden death, notifying next-of-kin, motor vehicle collisions, suicide, etc.).

The Quarterly Report Form includes:

- the number of Victim Impact Statements distributed to victims of crime
- the number of Victim Impact Statement Notification Forms that have been completed and forwarded to the Court and Crown prosecutor
- the number of requests for restitution completed and forwarded to Crown prosecutor offices
- the number of Victim of Crime Protocol documents distributed to victims
- volunteer statistics including the number of advocates, the hours volunteered, the type of activities performed and staffing levels

The Quarterly Report Form also collects statistics on victim referrals to victim services units, whether from police or other sources.

**New Cases**

Victim services programs reported 47,976 new cases during the 2009-2010 fiscal year; an increase of nine percent compared to 43,122 new cases reported in 2008-2009.

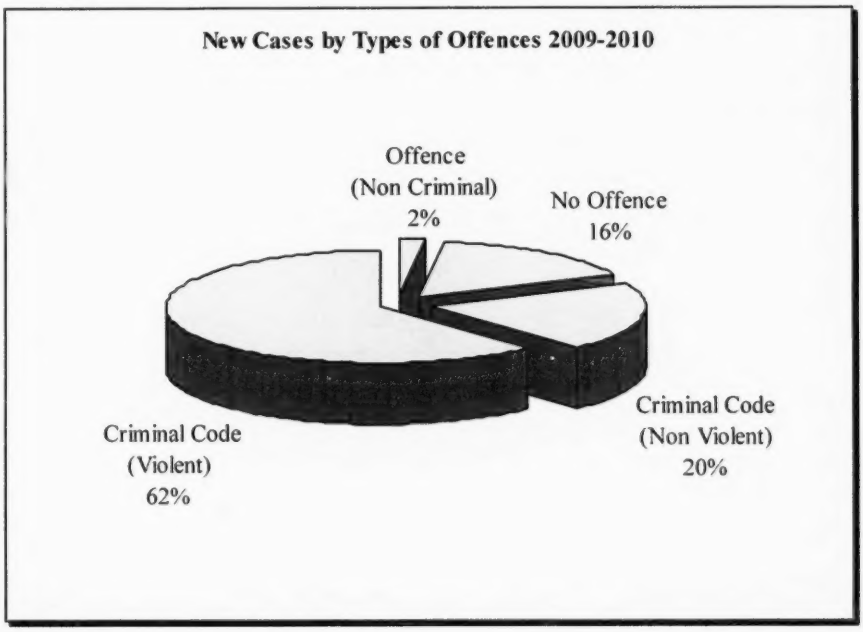

New Cases by Types of Offences 2009-2010
Offence (Non Criminal) 2%
No Offence 16%
Criminal Code (Non Violent) 20%
Criminal Code (Violent) 62%

***Figure 3***

New cases refer only to files opened during the reporting quarter. A case may involve multiple victims and family members or friends affected by a criminal incident. Of the 47,976 new cases, approximately 62 percent involved assisting victims of 'Violent' Criminal Code offences (**Figure 3**), while 20 percent assisted victims of 'Non Violent' Criminal Code offences. These percentages remained unchanged between 2008-2009 and 2009-2010.

**Persons Assisted**

Programs reported providing assistance to 68,396 people, an increase of approximately 9 percent compared to 2008-2009. Of persons assisted during this period, 58,283 (85 percent) were adults and 10,113 (15 percent) were under the age of 18.

From 2008-2009 to 2009-2010, there was an 8 percent increase in the number of people assisted who were victims of a 'Violent' Criminal Code offence. This increase correlates directly to the number of adults who received assistance, which rose by 7,913 people in 2009-2010. It is important to note however, that an upward shift in the number of people assisted does not necessarily indicate an increase in crime, but may reflect greater awareness of the services that are available to them.

From 2008-2009 to 2009-2010, the number of people who received assistance for 'Non Violent' Criminal Code offence increased by 1 percent, while the number of 'No Offence' cases and 'Non Criminal' offences remained relatively unchanged (**Figure 4**).

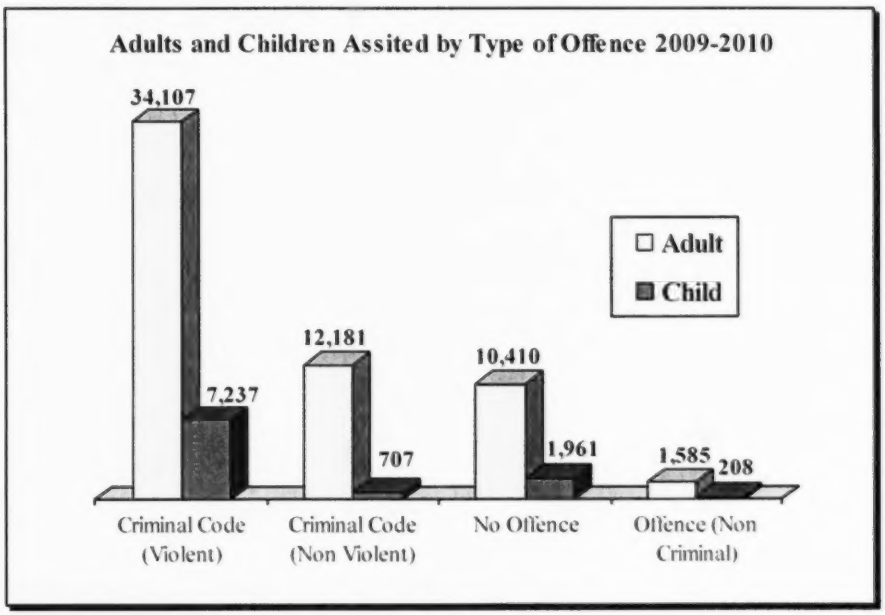



***Figure 4***

**Type of Assistance**

The most frequently reported type of assistance reported in 2009-2010 was 'providing information' for 62,747 new and on-going cases, a slight increase compared to the previous year (**Figure 5**).

The second most frequently reported type of assistance is 'intervention' which includes crisis response, notification of next of kin, or practical assistance at a crime scene at 40,934 cases. This also marked a slight increase compared to 2008-2009.

'Referrals' and 'Courtroom Support' both increased in 2009-2010. Referrals increased by 3,054 for new and on-going cases, and Courtroom Support increased by 3,254 cases, with the majority involving violent criminal code matters, an increase of 7 percent over last year.

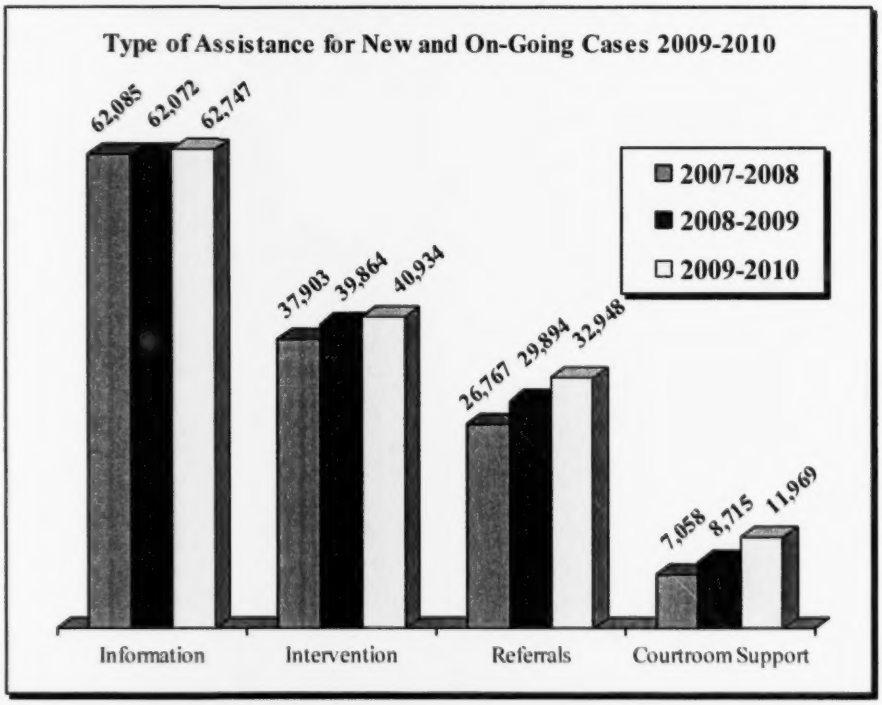



*Figure 5*



VICTIMS DESERVE TO BE HEARD

**Volunteers**

Volunteers donate their time in differing capacities to either police-based victim services programs or community-based organizations. Volunteers include Board members as well as advocates, coordinators, and support workers who help victims. They consistently conduct their volunteer duties with professionalism, integrity, care and compassion. Without these committed members of the community, assistance and services for victims of crime in Alberta could not exist.

The total number of volunteers dropped from 1,916 in 2008-2009 to 1,858 in 2009-2010. The total number of hours volunteers contributed to victim services decreased slightly from 178,659 hours in 2008-2009 to 177,118 hours in 2009-2010.This indicates a continuing downward trend in the number of volunteers, and the number of hours dedicated to victims programs in the past few years.

The decline in people's capacity to volunteer may relate to pressures from the global economic recession impacting employment and financial stability in 2009-2010.

In summary, fewer volunteers dedicated less time to victims programs over the past year, however, there was an increased demand for courtroom support for new and on-going cases which may have been alleviated through greater collaboration with referral agencies.

**Volunteer Hours**

Thirty nine percent of volunteer hours were spent providing general assistance (information, intervention and referrals) to victims of crime. Twenty-two percent of volunteer hours were dedicated to volunteer training, followed by other duties (travel, meetings) at approximately 12 percent. Remaining volunteer hours were spent on administrative duties (9 percent), fundraising (7 percent), court room support (7 percent), and raising community awareness (4 percent) (**Figure 6**).

Most of these categories have remained relatively unchanged from 2008-2009. However, there has been a decline in the amount of volunteer time spent on providing 'general assistance' over the past three years.

In 2009-2010, one area that experienced an increase in the number of volunteer hours is 'volunteer training' which increased from 18 percent to 22 percent.

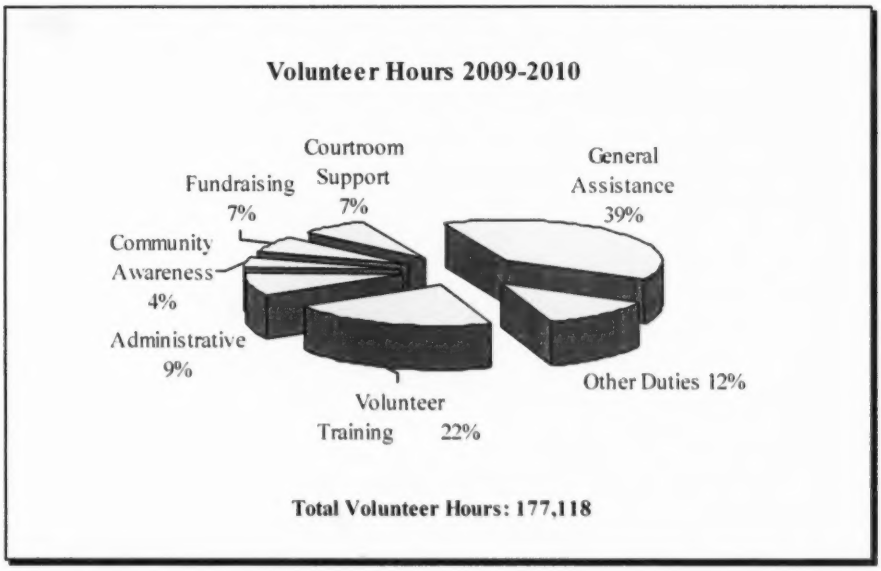



***Figure 6***



VICTIMS DESERVE TO BE HEARD

# SOLICITOR GENERAL AND PUBLIC SECURITY VICTIM SERVICES INITIATIVES

In addition to the activities performed by police-based and community victim assistance organizations, several initiatives have been implemented by the department to enhance support for victims of crime as they navigate the criminal justice system. A number of these programs and projects were achieved in partnership with our stakeholders, including victim assistance organizations, Municipal and First Nations police services, the RCMP, Alberta Justice and Attorney General and the Alberta Police-Based Victim Services Association.

**Victims of Crime Protocol: What Victims Can Expect from the Criminal Justice System**

*The Victims of Crime Protocol: What Victims Can Expect from the Criminal Justice System* is a reference manual for victims of crime. The *Protocol* assists victims by outlining what role each component within the criminal justice system plays from the time a crime is reported through to the police investigation and court proceedings. Information on provincial and federal corrections and the National Parole Board is also included. In addition, the *Protocol* explains what is expected of victims when dealing with the criminal justice system.

The *Protocol* was developed in response to a recommendation from the *Report of the Alberta Victims of Crime Consultation* which included input from victims of crime, police services, victim services programs, Crown prosecutors, Court Services, community agencies, the judiciary, sheriffs, the Office of the Medical Examiner, military police, Correctional Service of Canada and the National Parole Board.

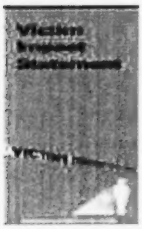
The *Victims of Crime Protocol* reflects the strong commitment of the Government of Alberta to treat victims of crime with courtesy, compassion and respect; to protect their safety and privacy; and to provide timely and useful information to victims while they are in contact with the criminal justice system. The *Protocol* was a first of its kind in Canada and has attracted national and international interest. Over 54,000 copies of the *Protocol* have been distributed to programs since 2006-2007; 11,811 of these were distributed in 2009-2010.

An audio version of the Protocol became available in 2009-2010 to better meet the needs of Albertans with visual impairments and/or low literacy. Copies are available to Victim Services Units by request.

**Victims of Crime Protocol: Roles and Responsibilities**

A companion document to the *Victims of Crime Protocol* is the *Victims of Crime Protocol: Roles and Responsibilities*. While the *Protocol* is designed for victims of crime, the *Roles and Responsibilities* document was written for staff within the criminal justice system. The document outlines what is expected of professionals in the justice system as they work with victims of crime. Over 6,000 copies of this document have been distributed since 2006; 61 of these were distributed in 2009-2010.

**Victim Impact Statement Program**



The Victim Impact Statement Program is a voluntary program that provides victims in Alberta with an opportunity to have input into sentencing by describing in writing, to the Court, how they have been affected by the crime.

Police are required to notify all victims of crime about the victim impact statement and provide information on where the Victim Impact Statement Form and information to complete it can be obtained.

Prior to sentencing, the Court is required to inquire if the victim has been advised of their opportunity to prepare a statement and may adjourn proceedings to permit the victim time to prepare a statement. Victims have the option of reading their statement aloud in court.

As a result of guideline changes, beginning April 1, 2005, victim services programs began tracking the number of Victim Impact Statement packages they distributed to victims, and the number of Victim Impact Statement Notification Forms forwarded to the Clerk of the Court and the Crown prosecutor's office.

**Victim Impact Statement Program**

In fiscal year 2009-2010, victim services programs reported the distribution of 13,854 Victim Impact Statement packages to victims of crime in Alberta (**Figure 7**). Victim services programs completed 4,093 Victim Impact Statement Notification Forms and forwarded them to the Clerk of the Court and Crown prosecutor's offices, after charges had been laid.

Victim Impact Statement packages were most often distributed by victim services programs in relation to assault (4,094), followed by domestic assault (3,942), and sexual assault (1,357).

The least number of Victim Impact Statement Packages were distributed in cases of abductions (28), attempted homicide (84), and offence (non-criminal) (95) (**Figure 7**).

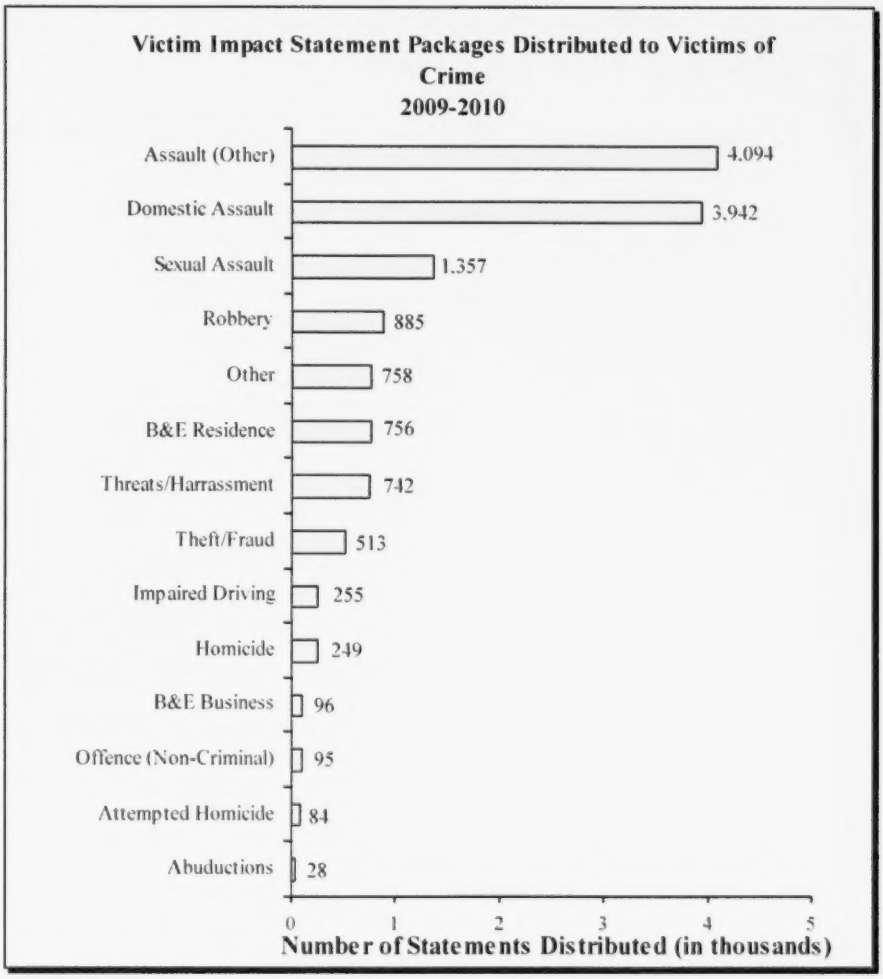
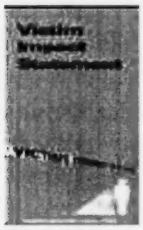



*Figure 7*

**Victim Impact Statement Program**



The least number were forwarded in cases of abductions (10), break and enters for businesses (21) and attempted homicide (27) (**Figure 8**).

The three categories of offences which saw the most Victim Impact Statement Notification Forms forwarded to the Crown were domestic assault (1,100), assault (852), and sexual assault (784).

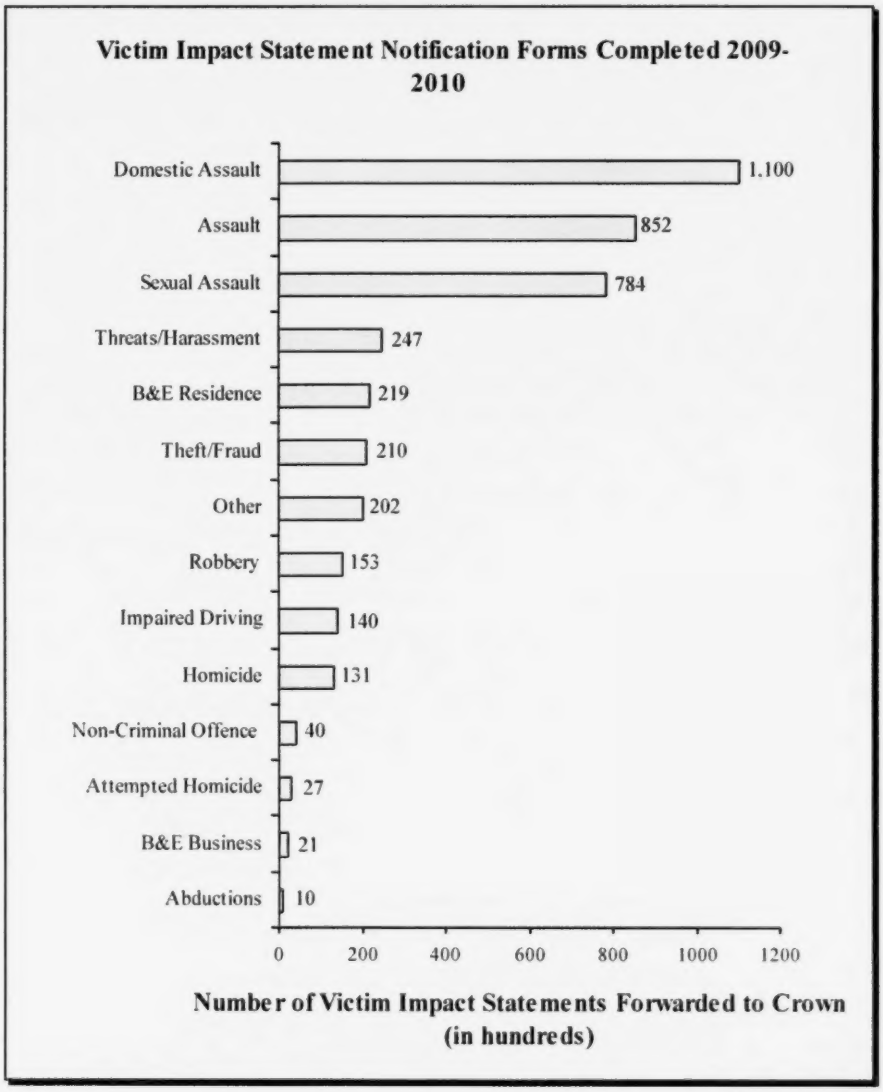



*Figure 8*

**Requesting Restitution Program**

The Requesting Restitution Program provides victims of crime who have suffered a financial loss with information about how they can request that the offender pay restitution. A crime victim may complete a Request for Restitution Form provided by the investigating police officer or a victim services worker. Once the form is completed, the victim returns it to police for forwarding to the Crown prosecutor. Upon review, the Crown prosecutor may make the application for restitution to the Court. If the Crown declines, the victim may request the court to order restitution.

Restitution may be ordered for: damage, destruction and loss of property, psychological and/or bodily harm, expenses incurred in moving out of an offender's residence in spousal abuse cases, for losses incurred by unknowingly purchasing or lending money on stolen property.

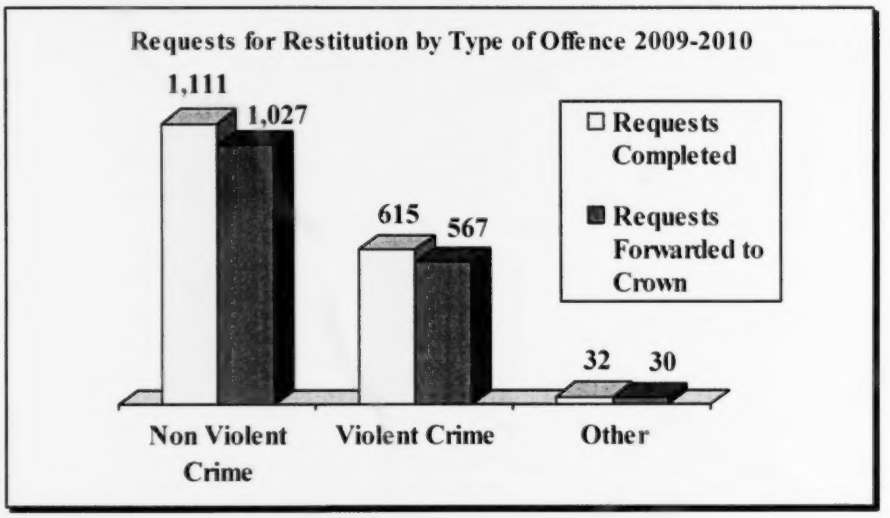



***Figure 9***

For the 2009-2010 period 1,758 Requests for Restitution were completed and returned to police. Of the requests for restitution completed, 1,624 were forwarded to the Crown after charges were laid. The majority of Requests for Restitution forwarded to the Crown concerned 'Non-Violent Crime'. The next largest category was 'Violent Crime' followed by 'Other' (**Figure 9**).

**Victim Advocate Training**

The Solicitor General and Public Security distributes the Victim Advocate Training Manual to victim services organizations throughout Alberta. The Manual establishes a provincial standard for victim advocate training and creates an opportunity for volunteer victim advocates to receive certification. In 2009-2010, four new training modules were developed: human trafficking, on-line sexual exploitation, e-crime, and gender diversity. The modules were transitioned to a web based curriculum that will be offered as part of a new on-line training program starting in 2010-2011. One hundred and seventeen victim services advocates and program coordinators received certification in 2009-2010.

**Victim Assistance Coordinator Training**

In 2009-2010, 67 participants attended the Victim Assistance Coordinators' Training that was held in March 2010. Training sessions were delivered to Victim Services Unit coordinators and administrative staff, police, Department of National Defense staff, Court Services staff, Community and Aboriginal representatives, and Alberta Solicitor General and Public Security staff. The training provided information about the criminal justice system, federal and provincial legislation concerning victims of crime, and information about related programs assisting victims in Alberta.

**Advanced Coordinator Training**

In 2009-2010, 32 participants attended the Advanced Coordinators' Training Course that was held in November 2009. Topics included: civil forfeiture, fetal alcohol spectrum disorder (FASD), gender diversity, hate crimes, victims of homicide, medical examiner's office, family violence, human trafficking, identity theft and e-crimes.

**Board Training**

In the fall of 2009, Victims Services in partnership with RCMP 'K Division' launched a new initiative to provide training to victim services program Board Members. One hundred and forty-four members (including 11 RCMP liaison officers) attended in seven locations throughout the province including: Peace River, Grande Prairie, Lac La Biche, Leduc, Lethbridge, Edson and Olds. Forty-nine of sixty-five police-based Victim Service Units with governing boards had at least one representative attend training.

**Aboriginal Awareness Training**

An Aboriginal Awareness Training Curriculum was developed in partnership with an Advisory Committee consisting of victim services unit coordinators, Elders and RCMP. Training was held at Blue Quills First Nations College in May 2009 and included sessions on: history, Indian residential schools, promising practices in working with indigenous communities, Dene language and culture, and circle process. This training also included access to a sweat lodge ceremony, a pipe ceremony, a traditional feast and experiential learning in regards to cultural arts and crafts. Fourteen participants attended.

**Aboriginal Pilot Project**

The underserved Aboriginal Pilot Project is a three-year project between Solicitor General and Public Security Victims Services (Alberta Government) and Justice Canada (federal government) with a goal to improve service to underserved victims of crime. Two Alberta victim services units (St. Paul and Lesser Slave Lake Indian Regional Council) were identified as locations to pilot underserved communities. Funding from Justice Canada is used to support full time staff and related costs. This project concludes on March 31, 2011.

**CANTALK**

The Solicitor General and Public Security Victims Services has contracted with CanTalk (Canada) Inc. to provide immediate interpretation and translation in over 110 languages, twenty-four hours a day, seven days a week for all victim serving units or organizations that receive Victims of Crime grant funding. In the 2009-2010 fiscal year, victim services organizations used CanTalk for a total of 276 phone calls in twenty-five different languages. The most common languages utilized were; Punjabi, Farsi, Spanish, Cantonese, Arabic and Vietnamese. There has also been a noted increase in the usage of Dinka and Nuer languages which are predominantly spoken in South Sudan in Africa.

**Victims of Crime Website**

The Solicitor General and Public Security's Victims of Crime website contains a wide range of information on victims programs and services in Alberta including:

- Victims of Crime Protocol
- Help for victims of crime
- Financial Benefits Program
- Victims of Crime Fund Grants Program
- Victim Impact Statement Program
- Requesting Restitution Program
- Publications

Contact information for Victim Services Units, Community Programs, and the Victims Services and Crime Prevention Unit, Solicitor General and Public Security.

The website address is: www.victims.alberta.ca

VICTIMS DESERVE TO BE HEARD